



PRIVACY POLICY

Personal Data Act (523/1999), Sections 10 and 24

Date prepared 5/2/2013
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1. Controller	City of Espoo P.O. Box 1, FI-02070 CITY OF ESPOO Street address of the registry: Siltakatu 11, Espoo Centre Tel. 09 81621
2. Contact person responsible for matters relating to the data file	Dept. Recruitment Manager Noora Lindberg Kamreerintie 8 A, 2nd floor P.O. Box 651, FI-02070 CITY OF ESPOO 046 877 3403, noora.lindberg@espoo.fi
3. Name of the data file	City of Espoo LiveChat Service, implemented using Elisa plc's Elisa Chat software solution.
4. Purpose of processing personal data	<p>The LiveChat Service is an interactive online discussion channel implemented on the espoorekry.fi web page to serve as a customer service tool and communications channel between potential job seekers and the city's recruitment services. Recruitment services' personnel will respond using their own names.</p> <p>The goals of the service are to provide enhanced customer service to potential job seekers, improved accessibility to recruitment specialists and responses to customers' recruitment-related questions. The received questions will also be used to develop the content and services of espoorekry.fi. All chat data will be stored for a minimum time period of one year.</p> <p>Quick feedback surveys will also be implanted via the LiveChat banner to gather information from customers regarding the perceived usefulness of the customer service solution.</p>
5. Contents of the data file	Customers participate in the LiveChat discussions anonymously and are not required to register themselves.



	<p>The LiveChat service gathers the following data from the discussions:</p> <ul style="list-style-type: none"> • content of the discussion • amounts • lengths • number of messages sent during the discussion • date and time <p>The LiveChat service gathers the following data of its visitors:</p> <ul style="list-style-type: none"> • visitor's last visit • IP address • Internet operator • country • city • browser • operating system • current page <p>The quick feedback service collects data regarding whether or not the customer in question has been satisfied with the customer service and/or the way in which it is being provided.</p>
6. Regular sources of data	<p>The users themselves.</p> <p>The contents of discussions and all of the aforementioned data will be stored on servers operated by Elisa Plc.</p>
7. Regular disclosure of data	<p>Data will be disclosed in accordance with all the applicable laws, regulations and directions issued by the competent authorities. Chat discussions held with visitors will be compiled into summaries. Recruitment services' will use all the received information to develop its operations. Received feedback may be forwarded to other parties within the City of Espoo organisation.</p>
8. Transfer of data outside the EU or EEA	



<p>9. Principles according to which the data file has been secured</p> <p>9. Storage, archiving and disposal of the data file</p>	<p>A. Manual material: does not exist</p> <p>B. Data processed electronically</p> <p>All saveable data will be stored within the electronic system. Databases will be stored on the servers operated by Elisa Plc. and its backup archive.</p> <p>LiveChat discussions will not require usernames or passwords. All chat data will be stored for a minimum time period of one year. Elisa will destroy all the customer data at the end of the agreement period.</p>
<p>10. Right of inspection</p>	<p>LiveChat discussion participants may file a data inspection request personally or in writing to the City of Espoo.</p> <p>No such data is contained in the data file for which the right of inspection does not apply.</p>
<p>11. Right to demand the correction of data</p>	<p>LiveChat discussion participants may file a data correction request personally or in writing to the City of Espoo.</p>
<p>12. Other rights relating to the processing of personal data</p>	<p>A LiveChat discussion participant may forbid the use of data concerning him/her for the purposes of direct marketing, market research or opinion polling and/or for civil registry or genealogy research purposes.</p>

